



# Position Description:

## *Tīheru Kiritaki - Customer Support*

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*Nāu te rourou, nāku te rourou ka ora ai te iwi*  
*With your basket of knowledge, and my basket of knowledge, all will be well*

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving our Vision 2030 and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- *Performance Orientation*: A high performer consistently delivering performance outcomes
- *Solutions Focused*: Committed to customer-centred continuous improvement
- *Teamwork*: Contributes effectively within a team providing leadership where appropriate
- *Relationships*: Well-developed interpersonal, and relationship engagement and management skills
- *Collaboration*: Works collaboratively across teams and functions within a matrix organisation
- *Accountability*: Willingly takes accountability and engage in problem solving
- *Te Ao Maori*: Proficiency in te reo Māori me ōna tikanga appropriate to their role<sup>1</sup>.

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Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures

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<sup>1</sup> This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency through our Te Haerenga programme.

## TE ĀHUA O TE MAHI - POSITION SPECIFICATION

<b>MAHI - POSITION:</b>	Tiheru Kiritaki - Customer Support
<b>RANGATIRA - REPORTS TO:</b>	Kaea Kiritaki - Customer Experiences Supervisor
<b>KĀHUI - GROUP:</b>	Mahi - Operations
<b>TAUNGA MAHI - LOCATION:</b>	Te Aka Mauri - Library
<b>PŪTAKE - POSITION PURPOSE:</b>	To welcome, connect and assist community members to Te Aka Mauri – Library & Children’s Health Hub. Provide access to library services including library spaces, physical and digital resources, programmes, activities and events. Respond to enquiries through educating and directing customers to appropriate services and providers.
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	<ul style="list-style-type: none"> <li>• Number and nature of direct reports: Nil</li> <li>• Budget responsibility: Nil</li> </ul>
<b>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</b>	<ul style="list-style-type: none"> <li>• Contribute to the successful delivery of library services through active and constructive participation in the Library Team.</li> <li>• Deliver welcoming and outstanding customer service as the first point of contact for customers.</li> <li>• Undertake the following key activities: <ul style="list-style-type: none"> <li>• Develop and maintain a sound knowledge of library collections in order to effectively support customers of all ages with reader advisory, to find appropriate reading materials and promote collections, including print and digital.</li> <li>• Develop and maintain a sound knowledge of other borrowable items (e.g. toys, memory matters etc) in order to promote and support selections.</li> <li>• Carry out circulation and payment/cash handling processes accurately, following Library procedures.</li> <li>• Assist customers to access information and use of library technology and digital resources.</li> <li>• Deliver digital learning to enable customers, one-on-one or as a group, to continue to use Library resources and support self-reliance outside the Library.</li> <li>• Actively promote library membership and encourage repeat visits.</li> <li>• Promote and assist with various library services including research, programmes, events, exhibits, outreach and other services as required.</li> <li>• Support outreach services through curated book selections and delivery of resources.</li> <li>• Contribute to ensuring the library is clean and tidy and collections, information and displays are well maintained.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Take action to resolve customer problems including deescalating and managing aggressive customers and customer disputes, escalating when appropriate.</li> <li>• Capture customer feedback to support ongoing improvements to services and resolve any complaints.</li> <li>• Keep up to date with Customer Experience processes and procedures.</li> </ul> <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.</i></p>
<p><b>TE ĀHUA O TE TANGATA - PERSON SPECIFICATION</b></p>	
<p><b>NGĀ TOHU - FORMAL QUALIFICATIONS:</b> (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Relevant experience in customer service field</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous experience of working in a Library</li> </ul>
<p><b>NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates a strong customer service ethic and delivery of outstanding customer service.</li> <li>• Sound information research skills</li> <li>• Proactive and solutions focused</li> <li>• Competent with digital technologies, equipment and programmes.</li> <li>• Good written and verbal communication skills.</li> <li>• Proven ability to work as part of a team.</li> <li>• Highly developed interpersonal skills and EQ.</li> <li>• Comfortable working within Maori settings, ideally with knowledge of Te Reo and tikanga Māori.</li> </ul>

NGĀ UARATANGA - ALUES:

**Tatou Tatou – We Together**

**Kotahi Tatou – One Community – One Team**

**WHY WE DO IT.....**

We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others

**HOW WE DO IT.....**

We do this by working in partnership, making it simple and solutions focused

**WHAT WE DO.....**

We provide quality services for our community and people to prosper

***OUR CORE VALUES – PEOPLE FIRST***

**RESPECTFUL:** Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate

**HELPFUL:** Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding

**ENGAGING:** Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive

**INSPIRING:** Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised

**INNOVATIVE:** Find solutions, Progressive, Continuous improvement, Empowered

**BICULTURAL:** Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences